

E-01345A-08-0172



ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

470

Investigator: Reg Lopez

Phone: [REDACTED] SEP 24 A Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2008 - 71510 Date: 9/17/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Betty Gail Last: Irwin

Account Name: Betty Gail Irwin/ APS acct # 076455286 Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Long Beach CBR: [REDACTED]

State: CA Zip: [REDACTED] is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:
Received the following letter:

Arizona Corporation Commission
DOCKETED
SEP 24 2008

[REDACTED]

Aug 6, 2008

DOCKETED BY [Signature]

To Ariz Public Serv Company (APS) about your rate increase docket no. E-01345A-08-0172- my A.P.S. acct # is [REDACTED]

Also to Arizona Corp Commission
Im writing to let you know that Im really against
this rate increase that A.P.S. has filed for-every
time a person turns around A.P.S. is getting a
huge rate increase-they do not need more money
A.P.S. needs to cut back on their top guys
salary and gifts and the story after story in the news about all kinds of scams and money deals
A.P.S. is involved in-electricity already is too
high for us and we are all hit with one
increase after another
so put me down as against any increase.

Sincerely,

Betty Gail Irwin
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

I mailed the customer the following CEW approved letter:

September 17, 2008

Ms. Betty Gail Irwin

[REDACTED]
Long Beach, California [REDACTED]

RE: [ARIZONA PUBLIC SERVICE COMPANY
[DOCKET NO. E-01345A-08-0172]

Dear Ms. Irwin:

[This is to acknowledge your letter dated August 6, 2008, regarding the Arizona Public Service Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

[Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

[Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

[Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-535-0148 or in writing at the Tucson address noted below.

[REDACTED]

[REDACTED]Sincerely,

[REDACTED]Reg Lopez
[REDACTED]Public Utilities Consumer Analyst II
[REDACTED]Utilities Division
:rxl

9-17 E-mailed Lupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards APS rate case, docket # E-01345A-08-0172. File closed.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/17/2008

Opinion No. 2008 - 71510

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71533

Date: 9/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Scott Last: Finley

Account Name: Scott Finley

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Snowflake

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

I received the following correspondence:

Tuesday, September 16, 2008
Arizona Corporation Commission
Consumer Services Section
1200 West Washington, Phoenix
Arizona 85007

Reference Docket # E-01345A-08-0172

Public Service companies Application for Permanent Base Rate Increase

Honorable Commissioners.

I am writing you to protest the proposed rate increase by the Arizona Public Service Company, and urge you to DENY the application and rate increase in its entirety.

APS already has a mechanism in place, the power supply adjustment mechanism, which allows APS to add surcharges to its customer's bills to recoup cost of business loans. Those surcharges are astronomical, and even higher in the winter.

The average family in Arizona can NOT afford any more rate hikes by APS, so as there CEOs and stock holders can reap large profits from working Arizonians!

APS is already operating at a huge profit, without the rate increase, to allow the increase, would be gouging the public (Hard working Arizonians) to increase the already high salaries & profit sharing of CEOs, Vice Presidents etc.

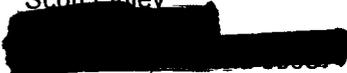
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I personally live in Navajo County, the poorest county in Arizona. Most working people here supplement their home heat with wood burning stoves, as affording the high Electric & Gas bills associated with heating one's home during the cold winter months is NOT a reality.

Consider the impact this will have on the Elderly and young children who are already doing without just to live, in, today's economically hard times. Also a rate increase will definitely affect tourism thus the economy of Arizona, as you will see less "Snowbirds" Who contribute to our tourism & economy. If the electricity is too costly, in Arizona, you know they will go elsewhere, like Florida or Mexico.

The Clear choice/decision for the good of ALL Arizonians is to Deny the rate increase purposed by APS.

Thank You
Sincereley

Scott Finley


End of Complaint

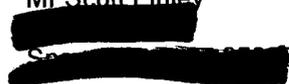
Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

I mailed the customer the following correspondence as approved by CEW.

September 18, 2008

Mr Scott Finley


RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Mr Scott Finley:

This is to acknowledge your letter dated Septemeber 16, 2008, regarding the Arizona Public Service Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-535-0148 or in writing at the Tucson address noted below.

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division
:rm

9-18 E-mailed Lupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards APS rate case, docket # E-01345A-08-0172. File closed.
End of Comments

Date Completed: 9/18/2008

Opinion No. 2008 - 71533

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 71647

Date: 9/23/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: David J. Last: Eastwood

Account Name: David J. Eastwood

Home:

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ Zip:

is: Cellular

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

6/18/08 I following correspondence was filed by consumer:

David J. Eastwood

15 June 2008

Arizona Corporation Commission
Phoenix Office
1200 W. Washington Street
Phoenix, AZ 85007

My name is David J. Eastwood and I live at [redacted]. Our lot is a corner lot in [redacted] the block bordered by [redacted]. The power main for this block starts at Transformer #280 which is in the front of Lot # [redacted], then runs about 80 feet along the side of S. [redacted], then crosses under S. [redacted] to the edge of my property, Lot # [redacted] and follows my rear border in my yard to the alley Transformer # [redacted]

I believe this power main is about 252 feet long and at this time has 4 splices in it from repairs. The first repair I believe was at least 7 years ago when we lost power and APS found the break to be under [redacted] and rather than digging up the street they dug at the edge of my property and also the edge of Lot # [redacted] and spliced in a new wire under S. [redacted], so there is a splice on each side of the street (Splices 1 & 2).

Then this year on March 31st at approximately 2:00A.M., we lost power again and at about 8:00A.M. APS

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

hooked up a temporary line through our backyard between Transformer #280 and Transformer #248 and we had power back up. After which they tested the line and found the only problem to be a break under S. (again. So this time they dug up S. (and spliced the line under the street (Splice #3).

Then about 5 minutes after midnight on May 28th we lost power again and once again APS ran a temporary line through my property between Transformer #280 and Transformer #248, and we got power back up at about 6:00A.M.. When I returned home from work on May 28 I spoke to one of the security men watching the open transformers and found out that APS had informed him that they did not intend to work on this problem that day since the crew were all going to an all day safety meeting and would not be available. I then called APS and was told no one could talk to me at that time but someone would call me back with an update.

On May 29th just before Transformer #248 and they decided to splice the wire again (Splice #4). At this time I spoke to the supervisor on the job and I explained my concern to have the line replaced instead of repairing it again, and he told me they only get a limited amount of money to replace bad wires, so don't expect them to change this wire. I then called the APS office again and the woman told me someone was supposed to call me because I called the day before, then when I told her what the supervisor outside said she told me that that was the end of it, and I never did get a call back. I believe that when they tested the wire on March 31 and only found one bad spot which they repaired it should have lasted more than 60 days and they did not find this weak spot on March 31, so how many weak spots did they miss on May 29?

On May 30th I called and filed a complaint with the Arizona Corporation Commission about my concerns. Then on June 5th I received a call from Nancy, APS Advocate Center. She told me she checked and was told that the break on March 31st was on the north wire and then on May 28th the break was on the south wire so they are not the same wire. I then informed her there is only one wire and it runs from one transformer to the next. She said she would recheck and get back to me. I did not receive a call back so on June 10th I called and left a message for Nancy that I was still waiting to hear from her. At about 4:30P.M., on June 10th I received a call from Nancy and this time she told me that in 2006 a contractor dug up our line in the street so APS is not responsible for our problems. At this time I informed Nancy no contractor dug up our wire the only time it was dug up was by APS. She said she would have to check again. On June 12th Nancy called and said I was right about the contractors, that it was another line and not ours. She asked if I could wait until next week for an answer because the person she had to contact was on vacation, so I said okay.

On June 13th Nancy called and told me APS considers these splices as the final repair so the case is closed. I do not know what type of record keeping APS uses because every time Nancy called the information was incorrect, either by bad record keeping or invented to try to make it look better for them. I definitely do not consider the actions of APS in this case to be professional.

It appears to me that APS does not consider our block to be worthy of having our feed replaced. I understand that on our block we only have 15 lots with only 13 homes, but we are still paying customers. In one home is a gentleman who is confined to a wheelchair, in another home is a gentleman on oxygen, and in another home is a gentleman who works from home by computer and we also have people over 65 years old. All these people have to suffer when the power goes out, and in a two month period we were without power twice for at least 6 hours each time.

I also do not believe that it is financially proper to hire security staff from Phoenix for 24 hours on May 28th so they could pull their full staff off the work force to attend a full day safety meeting instead of making the needed repairs. I also believe if we lose power again this summer for another break in this line that APS should be responsible to put the residents up in a hotel rather than make them suffer without air conditioning.

I also understand that APS requested another rate increase on March 24, 2008 assigned Docket# E-01345A-08-0172, so I would also like a copy of this complaint to be forwarded to the committee studying this request to show them how I believe APS is not doing their part in keeping the cost down.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Regards,
David J. Eastwood

Attachment – Sketch Showing Splices
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

September 23, 2008

David Eastwood

RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Mr. Eastwood;

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket No. E-01345A-08-0172. closed
End of Comments

Date Completed: 9/23/2008

Opinion No. 2008 - 71647

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 71653

Date: 9/23/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Omar Last: Amin

Account Name: Omar Amin

Home: (

Street:

Work: (

City: Scottsdale

CBR: (

State: AZ Zip: :

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

9/19/08

Omar Amin

Phone (Home):

Alternate Phone (Daytime):

Email:

Name of Utility Co.: APS

Name on Bill: Dr Omar Amin

Account Number: ?

Company Contacted:

APS has obtained too many rate increases already over a relatively short period of time without providing any extra services to justify those increases. Its new application for an additional "permanent rate increase" is almost immoral in light of the poor economic situation that we are all suffering from. My actual use of on-and off-peak electricity last month (thru Sept. 15) was 1570 and 2343 kWh at a cost of \$198.31 and \$45.24, respectively for a total usage cost of \$243.55. My actual bill, however was \$440.39. That is \$200.00 more than the cost of energy used. That is totally unfair and unacceptable. Yet, they are asking for more money. It is what used to be called highway robbery and should be totally rejected.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

September 23, 2008 (sent the following via e-mail to consumer)

Omar Amin

RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Mr. Amin:

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. E-01345A-08-0172
End of Comments

Date Completed: 9/23/2008

Opinion No. 2008 - 71653

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 71654

Date: 9/23/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Billy Last: Hoffman

Account Name: Billy Hoffman

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Surprise

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Dear Shameful APS

Stick your permanent Base Rate Increase. APS customers get stuck with the solar energy buy back already and other hidden taxes. You are abuseing Arizonans because APS can! Change your think and give back what a concept. We need to build up America not destroy it. Work with our government.

Billy Hoffman
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

September 23, 2008 (following correspondence was sent to consumer)

Billy Hoffman

RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Mr. Hoffman:

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket no. E-01345A-08-0172
End of Comments

Date Completed: 9/23/2008

Opinion No. 2008 - 71654

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 71656

Date: 9/23/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Dan Last: McCarthy

Account Name: Dan McCarthy

Home:

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Sept 20, 2008

Dear Commission:

I am tired of reading every 3 or 4 weeks that APS is asking for another rate hike, even before there last one raise goes into effect. APS is a Monopoly. They have no competition. Yet they buy full page ads in news papers, run TV ads. Sponsors Parades. The CEOS live like Millionaires. Connections with some Arizona Sports Teams they are wasting our Payments to them. Yet the Commission usually or most of the time grants APS requests.

Dan McCarthy

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

September 23, 2008 (following correspondence was sent to consumer)

Dan McCarthy

RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Mr. McCarthy:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Opinion noted and filed in docket no. E-01345A-08-0172. closed
End of Comments

Date Completed: 9/23/2008

Opinion No. 2008 - 71656
